

Employee Benefits Information System (EBIS) – An Overview



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Topics

- Introduction/History of ABC-C
- What is EBIS / IVRS?
- Statistics
- Benefits Present – Future
- Success Points
- Questions

Intro/History of ABC-C

- Army Benefits Center-Civilian (ABC-C) Transactions:
 - Fed. Employee Health Benefits (FEHB)
 - Fed. Employee Group Life Ins. (FEGLI)
 - Thrift Savings Plan (TSP)
 - Retirement (CSRS & FERS)
 - Survivorship (Death Claims Processing)
 - 12 New Cust. Svc. Reps. will focus on National Guard Employees

Intro/History of ABC-C

- ABC-C History:
 - Launched: 01-OCT-2001
 - Cultural Shift
 - World-Wide Mission
 - Celebrating their 10th Year Anniversary

What is EBIS?

- Customer-Friendly - Available 24/7
- Secure Site / Requires AKO Acct to Access
- Ability to read/print info. at convenience
- Processes Benefit Transactions without assistance (flows to DFAS & ins. providers)
- Can Print Forms
- Estimate Calculators
- ABC-C website: <https://www.abc.army.mil>

What Is EBIS?

- Increase in Accuracy & Timeliness
- Employees Control Their Own Benefits
- HR Offices Have Access to Benefits Actions Tracking System (BATS) to Track the Status of an Employees Requested Actions
- Special HR Only Toll-Free Available
- Interactive Customer Evaluations (ICE) Comments Are Used To Improve Customer Service

What is IVRS?

Interactive Voice Response System

- Toll-Free (877) 276-9287 to Make Changes or Speak To Counselor Assistance
- Avail. to Those without PC Access
- Requires SSN & PIN only (initially your PIN is your MM/YY of birth, then will be prompted to create a 6-Digit PIN)
- Can Receive FAX'ed-Back Copies of Documents (e.g. Health Ins. Enrollment Forms)
- Counselors available 12-Hrs/Day, Mon-Fri, 6am to 6pm CT
- Automated System Avail. 24-Hrs/Day

Statistic

- Servicing Population:
 - Army = 259,069 (over 300K w/National Guard)
 - DCMA = 10,176
 - DECA = 1,801
 - Navy = 33
 - Other = 449
 - Total = 271,528

Statistic

- Benefit Transactions Summary
 - Timeframe: 1-JAN-09 to 31-DEC-09
 - TSP = 73,493
 - FEHB = 55,674
 - FEGLI = 14,825
 - TSP-C = 9,233
 - Transactions by Source:
 - Website = 137,740
 - Phone = 3,216
 - Counselor Assisted = 12,267
 - Total = 153,225

Statistic

- Retirement Summary
 - Timeframe: 1-JAN-09 to 31-DEC-09
 - Total Ret. Pkgs Processed: 5,556
 - Total Estimates Provided / # Days
 - Jan - Mar = 2,122 / 52
 - Apr - Jun = 3,539 / 34
 - Jul - Sep = 3,943 / 22
 - Oct - Dec = 2,105 / 10
 - Agency Needs to Send OPF to Ft. Riley First (Until e-OPF On-Line in 2012)

Statistic

- Counselor Assisted Calls:
 - Timeframe: 1-JAN-09 to 31-DEC-09
 - 100,716 Calls
 - Avg. Call Pick-Up Time: 32 Seconds
 - Avg. Call Length: 8 Min, 48 Seconds
 - All Calls Are Recorded

Present / Future

Present

- Visit/Call the HR,
Talk w/Rep
- Complete a Paper
Copy Form
- Depend on HR To
Process
- Verify Action on
LES

Future

- Visit ABC-C website
or Call Toll-Free
- Electronic Receipt
Immediately
- Avail. 24/7
- Verify on LES
- Speak to Counselor
- Effected
Transaction Flow
thru Personnel
Syst., Next Day
DFAS w/o HR

Retirement Planning

Present / Future

Present

- Visit/Call HR Retirement Spec.
- Request Estimate
- Receive Estimate

Future

- Visit ABC-C website or Call Toll-Free
- Website Provides Estimate Calculators
- Speak w/Counselor
- Request Site Visit Retirement Seminars

Applying for Retirement Present / Future

Present

- Contact HR Retirement Counselor for Counseling
- Notify Supervisor of Intent to Retire
- Face-To-Face Retirement Counseling/Complete Retire Pkg
- Enter Retire Pers. Action
- Send Package

Future

- Contact ABC
- Notify Supervisor of Intent to Retire
- Notify ABC of Intent To Retire 90 Days Prior By Submitting Retirement Pkg.
- Individual Counseling Session with Retirement Spec/ABC-C
- Enter Retire Pers Action

Success Points

- Customer Wait Time
- Site Assistance Visit (Offer Training)
- Video Tele-Training (VTTs)
- Access for Separated Employees
- ICE Feedback
- ABC-C / Social Security Partnership
- OPM Oversight

Questions !!

